

**AGENT NEWS****Special Handling Procedures due to outbreak of New – type Coronavirus**

Please be advised of special handling procedure due to outbreak of New-type Coronavirus

**Applicable Tickets**

ANA – 205 plate

**Applicable condition for special handling**

Flights (to/from)	Date of ticket issue (on/before)	Original departure date (from)	Original departure date (to)	Change / Refund	Change of travel date
An itinerary that includes International flights from/to Japan	29-Nov-21	30-Nov-21	15-Jan-22	Applicable	Until 27-Apr-22*1
Japanese domestic sectors (separate ticket) connecting to international flights on unused sectors. Conjunction ticket information is required *2					

\*1 Travel has to be completed by 27-Apr-22.

\*2 Failure to enter conjunction ticket information at time of refund might result in ADM being issued. ANA may ask to provide ticket image of international flights.

**Refund**

Full refund is applicable, please use Waiver Code - **WCV111**  
(failure to enter waiver code might result in ADM being issued)

**Changes**

- Only one change permitted
- Change of origin/destination not permitted
- Rerouting – permitted only in case of change from indirect to direct NH flight
- Change of RBD not permitted
- Reissue has to be done by ANA, please contact ANA Reservation Centre on **0808 234 6842**
- Please follow Published Fare Rules if less restrictive than the rules above

**Please refer to the website regarding the border measures and restrictions**

<https://www.ana.co.jp/en/jp/topics/notice200501>